

## New Horizons Shelter and Outreach Centers

**Position Title:** Crisis Advocate  
**FLSA Status:** Non-Exempt  
**Office Location:** Shelter  
**Date of Review:** 2021

**Summary:** Under the direct supervision of the Lead Crisis Advocate, the Crisis Advocate is responsible for the daily function of a safe and secure home like environment within the shelter. The Crisis Advocate is responsible for managing crisis situations related to the 24-hour crisis line and shelter life in a calm and composed manner.

**Hours:** This position is non-exempt (paid hourly). The ability to work all shifts is necessary. Duties require working a rotation of shifts which include overnights, days, evening, weekends and holidays to accommodate client and/or organizational needs. Overtime is possible and must have prior approval and/or be assigned by a supervisor.

### Qualifications:

- High school diploma or equivalent required
- BA/BS in a human services field preferred
- Experience working with trauma survivors required
- Experience in crisis intervention preferred
- Experience in a residential facility setting preferred
- Excellent computer skills including knowledge of Microsoft Office required
- Knowledge of domestic violence, sexual assault and human trafficking preferred
- Bilingual preferred

### Competencies:

- Respectfulness and relationship building – builds constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect
- Commitment to quality service – builds and maintains client satisfaction with services offered
- Team focused and collaborative – promotes cooperation and commitment within a team to achieve goals and objectives
- Self-accountability and work standards – sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks
- Stress tolerance – maintains composure in highly stressful or adverse situations
- Conflict management – helps others to effectively resolve complex or sensitive disagreements or conflicts
- Valuing diversity – helps to create an environment that embraces and appreciates diversity
- Confidentiality, integrity, ethics and trust – maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions

### Duties and Responsibilities of Direct Services:

- Interacts sensitively with traumatized populations
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy
- Provides a varying number of shelter clients and crisis line callers with crisis intervention
- Provides supportive and active listening

- Provides choices and options
- Provides supportive goal oriented counseling
- Provides safety planning
- Provides educational counseling related to domestic abuse, sexual violence and human trafficking
- Provides resources and referrals to social service agencies
- Provides Crime Victim Compensation information
- Responds respectfully to law enforcement related contacts efficiently and with speed (domestic reports and jail releases)
- Models non-violent conflict resolution and uses non-violent forms of guidance that are culturally sensitive and non-judgmental
- Models and actively promotes positive, nurturing interactions between adults and children in shelter
- Facilitates adult shelter support groups
- Facilitates cooperative living, peer support and resident participation in shelter programming
- Promptly addresses difficulties or problems that arise per agency protocol
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all
- Understands and maintains the security system safety protocols within shelter
- Provides cross-departmental and/or cross functional support and direct services as needed or requested to ensure client needs are met
- Participates in related cross-training to ensure consistency and continuity of services
- Maintains client files, statistics, forms and other record keeping as required
- Completes all paperwork and entries into the client records database by the end of each work day
- Maintains a clean office and communal space
- Distributes and stores donated and purchased items; carrying them up and down stairs to the attic and/or basement as needed
- Attends and participates in full team meetings, direct service meetings, crisis advocate meetings and structured “mini-staffing” meetings
- Is present at functions that promote our organization and access to our agency

**Other Responsibilities and Requirements:**

- Adheres to agency policies and work rules, including strict adherence to New Horizons confidentiality policies
- has reliable transportation, a valid driver’s license and vehicle insurance
- is required to attend one Crime Victim Compensation (CVC) Training through the Office of Crime Victim Services within one year of employment
- is committed to professional development and requests to attend a minimum of two trainings per year outside of the organization. These trainings must be related to domestic violence, sexual assault, human trafficking, stalking, harassment or related areas
- trains and supervises volunteers as appropriate ensuring volunteers receive a well-rounded experience
- engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients and co-workers
- performs other duties as assigned by supervisor

**Working Conditions:**

- Work is normally performed in an office and/or residential setting but is not limited to the organization
- Constant interpersonal interactions
- Frequent changes in duties, tasks and circumstances

**Acknowledgement:**

This description describes the general nature and skills required of this position. The “Duties and Responsibilities” describe the functions considered essential to the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Crisis Advocate position.

Employees may be required to perform other duties of the organization related to client services as requested or assigned by the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work circumstances required of the Crisis Advocate and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Crisis Advocate position description. I have reviewed the duties, responsibilities, and working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons and I equally understand that New Horizons is an at will employer.

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Employee Signature (Printed Name) Date

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Supervisor’s Signature Date